1. SCOPE

When does organization need to implement ISO 9001?

- demonstrate its ability to consistently provide product* or service* that meets customer* and legal requirements
- enhance customer satisfaction through the effective application of the system
- Generic requirements

definition

CUSTOMER

person or *organization* that could or does receive a *product** or a *service** that is intended for or required by this person or organization

definition

PRODUCT

output of an *organization* that can be produced without any transaction taking place between the organization and the *customer.*

definition

SERVICE

output of an *organization* with at least one activity necessarily performed between the organization and the *customer*

PRODUCT

output of an *organization* that can be produced without any transaction taking place between the organization and the *customer.*

VS

SERVICE

output of an *organization* with at least one activity necessarily performed between the organization and the *customer*

- ISO 9000:2015,
  Quality management systems — Fundamentals and vocabulary

2. NORMATIVE REFERENCES

Standards that are indispensable for the application of ISO 9001.

- ISO 9000:2015,
  Quality management systems — Fundamentals and vocabulary

3. TERMS AND DEFINITIONS

Definitions of terms are defined in ISO 9000:2015.